



sunoco neighbors

Meet your neighbors: Roger Lyle and Mike Bukowski

The Toledo Refinery has several goals for 2005. In addition to making a quality product and operating a safe, reliable and environmentally sound facility, we want to be a good neighbor to our community.

Two of the people who make sure we accomplish those goals are Roger Lyle and Mike Bukowski.

Who we are

Roger Lyle currently serves as Sunoco Vice President, Mid-Continent Refining Complex with primary responsibility for the Toledo and Tulsa refineries. Lyle joined Sunoco in 2002 following a long career with Mobil Oil Corporation.



Roger Lyle

Lyle began his refining career with Mobil Oil Corporation in 1971 serving at their Beaumont, Texas

refinery and working in a variety of positions. He served as an operator at eleven different process areas while at Mobile and gained additional experience in the environmental area.

“I came up through the ranks,” Lyle said. “That background has helped me be better in this position. I understand the need for communication and good leadership.”

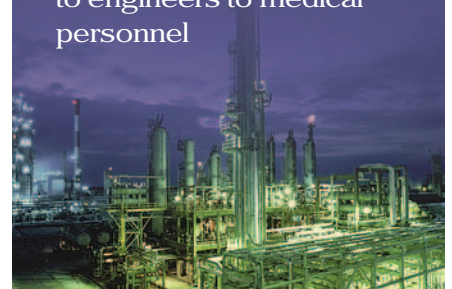
“I remember what it was like to be in the trenches and I use that to anticipate the needs and concerns of our employees.”

Lyle attended college off and on while working at Mobil. Although it took him several years, he received a chemical engineering degree from Lamar

University, making him part of the first generation in his family to go to college.

Facts about the Toledo Refinery

- Year refinery was built: 1894
- Number of full-time jobs: 475
- Average number of contractors on site: 408
- Types of jobs: Administration to skilled crafts to clerical staff to engineers to medical personnel



“Going to college is difficult for many people, not just financially, it also takes time,” Lyle said. “I am proud to be one of the first people in my family to go to college, but I am also glad that I took the time to finish even when I didn’t think I could.”

With his degree on the wall, Lyle performed engineering roles in several areas before moving to Mobil’s Torrance, California Refinery. He spent nine years there serving as assistant operations manager, manager of capital projects, maintenance manager and production manager. Lyle also held several other positions at Mobile and ExxonMobile before coming to Sunoco. (continued inside)

Meet your neighbors

(continued from front)

Mike Bukowski also has a strong refining background. He started at the Toledo Refinery in August of 2002, but has been with Sunoco since 1994 when he joined the Philadelphia refinery as a technical service engineer. In 1999, he was promoted to lead tech service engineer at the Philadelphia refinery. He became technical service manager for the Northeast Refining Complex in 2001. He started as tech manager at the Toledo Refinery before moving up to operations manager and now facility manager.



Mike Bukowski

“These positions have all given me the experience and knowledge I needed to be a successful facility manager,” Bukowski said. “However, everyday brings new challenges and opportunities to grow and improve.”

Bukowski also has firsthand experience at being the neighbor of an industrial plant, having grown up near a chemical plant in northeast Philadelphia.

“I remember what it’s like living near an industrial plant,” Bukowski said. “The traffic, the noise. This makes me more conscious of the effects this refinery has on the surrounding community and I always keep that in mind.”

What we do

As Vice President, Mid-Continent Refining Complex, Lyle has responsibility for the Toledo and Tulsa refineries. This means he oversees business functions, operational, financial and strategic issues.

“I like the challenge of this position,” Lyle said. “Among all the other things that come up, we are always working toward ensuring that these two refineries are viable entities that provide jobs and a quality product for generations to come.”

As Facility Manager, Mike Bukowski is responsible for the day-to-day duties of running the refinery. Lyle has direct responsibility over the operations department while providing direction to support department regarding tactical issues within the plant.

“I think challenge is also something I like about my position,” Bukowski said. “Balancing all of our goals so that we are always operating a safe, reliable, environmentally sound refinery is that challenge for me.”

What we believe - safety

At Sunoco, we strive to run a safe, reliable and environmentally sound operation. We have put several programs in place at the refinery to help us do so and those actions speak loudly.

“You have to have good plans and programs and you have to have good management leadership,” Lyle said. “If management doesn’t walk the talk and ask questions and

show their support and interest, it doesn’t work.”

Safety is a high-level focus because of the refinery’s obligation to its employees, neighbors and shareholders.

“The most important data I want to see when I go to a new site is safety data,” Lyle says. “Managing safety and environmental programs is very difficult. There are policies to understand and regulations to comply with. I know that a site can do the business part if they can do the safety and environmental part.”

Bukowski agrees and he runs the day-to-day operations of the refinery with safety in mind.

“Safety is a prerequisite to meeting production targets,” Bukowski said. “It’s not getting the most product out the fastest that is our goal – it is safety, first and foremost.”

Where we’re going

Over the past 10 years, half of the refineries in the United State have shut down. The Toledo Refinery does not intend to be part of that trend.

“You need investments to meet the requirements placed on the industry,” Lyle said. “Only larger facilities can do that easily. We are not big enough to be competitive with refineries on the Gulf Coast and we have to do things better, smarter, faster and cheaper to survive and be profitable.”

The refinery is currently making several changes and updates to comply with industry regulations. A low sulfur gasoline project is underway that will bring the refinery into compliance with Clean Air Act regulations requiring sulfur in gasoline be reduced. The refinery is also working toward a low sulfur diesel project.

Toledo Refinery receives RC 14001 certification

Keeping the current equipment running is also part of the long-term plan.

"The business is old, but the equipment is good," Bukowski said. "It's how you take care of it."

The refinery was built in the late 1800s and has since been upgraded, rebuilt and expanded several times. Lyle considers the age of the refinery's equipment a non-issue, but said there is some concern about the aging infrastructure of the refinery.

"We have to have a good plan to improve it," he said. "We can't do it all at once, but we can do it."

How we'll get there

Internally, we have several plans and programs in place to keep the refinery successful into the future. But the external relations are equally important.

"We are here to hear the issues and complaints that the community has," Bukowski said. "Being a good neighbor means addressing those issues and following up with the community."

Lyle echoes that statement. "I have held management positions at different plants in different cities but the people here have a lot of interest in what we're doing," he said. "There's a sense of community here and people are very reasonable. The work ethic here in northwest Ohio is also probably the best I've ever seen. At the end of the day, people want to do the right thing." ■

Toledo Neighbors is published by the Public Affairs Department of Sunoco.

Questions, comments or suggestions should be directed to:
419-698-6600.

In November 2004, auditors from NSF International Strategic Registrations visited the Toledo Refinery to determine if the refinery met requirements for Responsible Care™ 14001 certification.

After a week of intensive examination, the auditors recommended the refinery for certification. In December, the national review board approved that recommendation, which put the Toledo refinery among the first 10 industrial organizations in the country to achieve this certification.

Lead Auditor Suzanne Sessoms said that the commitment of employees throughout the organization was apparent during the audit.

"They made themselves available and willingly provided information. They are proud of the work they do," Sessoms added.

RC 14001 is an environmental, health and safety technical specification that combines elements of the American Chemistry Council's Responsible Care™ initiative with ISO 14001, which is the accepted international standard for environmental management systems.

Responsible Care™ management systems focus on managing the environmental and health and safety portions of the business using the plan-do-check-act model.
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RC 14001 explained

What is RC 14001?

The Responsible Care™ 14001 certification process combines ISO 14001 and Responsible Care™.

Who are the auditors?

Auditors that meet specific American Chemistry Council qualifications regarding chemical industry knowledge and experience and attend and pass ACC-approved Responsible Care training courses may conduct Responsible Care™ 14001 audits.

What areas does the audit process address?

The seven Codes of Management Practice that play a key role in both the Responsible Care™ Management Systems and RC 14001 specifications address:

- Community awareness and emergency response
- Pollution prevention
- Employee health and safety
- Distribution
- Process safety
- Product stewardship
- Security



Refinery introduces message line 419-697-6700

As part of its commitment to safety and environmental responsibility, the Toledo Refinery recently established another way to stay in contact with the community.

New this year is the Toledo Refinery Message Line. Residents can call this line to hear pre-recorded messages, which will alert them to timely issues of concern. Refinery officials will record messages on this line to let residents know about things such as upcoming construction, traffic congestion or disrupted operations, such as a power outage.

"We are always looking for ways to communicate with the community," said Refinery Manager Roger Lyle. "This line will give us yet another oppor-

tunity to let area residents know about issues that are important to them."

The idea for this message line came from members of the Sunoco Refinery Neighbor



Task Force, which is made up of residents who live within a three-four mile radius of the plant. The group meets monthly and was started as a forum for near neighbors and refinery personnel to work through neighbor issues related to the refinery and, ultimately, build understanding and trust.

Residents cannot leave messages on the message line, however, they can still call 419-698-6600 24 hours a day, seven days a week if they need information or have a complaint.

The message line phone number is 419-697-6700. ■

Toledo Refinery receives RC14001 certification

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"An audit forces us to set our goals, establish a working structure and review our initiatives – all things that lead to positive results in our Health and Safety performance and in our bottom line," said Refinery Manager Roger Lyle.

No major non-conformances were found during the audit. Now that the refinery has achieved certification, surveillance audits will occur every six months to ensure continuous improvement. Complete audits will occur every three years. ■

Sunoco adds to United Way's success

For two years in a row, Sunoco employees and retirees came through in a big way for the United Way of Greater Toledo.

This year, the refinery exceeded its goal of \$135,000 by over \$11,000, bringing it to 108 percent of the goal!

"Sunoco has always been a tremendous supporter of United Way," said Judy Dilloway of the United Way of Greater Toledo. "We were thrilled to work with Sunoco again. They are great fun and do a terrific job." ■



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